

PROCEDURES

INVESTIGATION

This is a *general summary* of the **procedures** that the Indiana State Department of Health, through the Oral Health Program (OHP), follows when it investigates complaints from *patients, former patients, or former employees* alleging violations of **universal precautions** in dental facilities.

Complaints made to the OHP can be verbal or written. However, the OHP requires any person filing such a complaint to complete, sign and date a *written complaint* prior to the OHP conducting an investigation.

The State Oral Health Director (OHD) will review each completed written complaint and will conduct an investigation, where indicated.

However, if a verbal complaint indicates an immediate threat to the public health (emergency), the OHD may initiate an investigation based on a verbal complaint, but a written complaint must be submitted as soon as possible.

An ISDH OHP Investigation of a complaint alleging violations of universal precautions generally includes:

1. **Initial Communication:** The OHD will send an Initial Communication to the appropriate dentist informing him/her that a complaint has been filed and requesting that the dentist complete a Screening Form;
2. **Screening Form:** Dentist will complete the Screening Form and send it to the OHD;
3. **Initial On-Site Visit:** After reviewing the completed Screening Form, the OHD and/or agent(s) of the ISDH will conduct an unannounced Initial On-Site Visit;
4. **Initial Report:** The OHD will generate a report based on the findings of the Initial On-Site Visit;
5. **Communication of Findings of the Initial Report:** A Communication will be sent to the dentist with the findings from the Initial On-Site Visit;
6. **Follow-Up On-Site Visit:** After reviewing the findings of the Initial Report, the OHD and/or agent(s) of the ISDH will conduct an unannounced Follow-Up On-Site Visit, where indicated;
7. **Follow-Up Report:** The OHD will generate a report based on the findings of the Follow-Up On-Site Visit, where indicated;
8. **Communication of Findings of the Follow-Up Report:** A Communication will be sent to the dentist with the findings from the Follow-Up On-Site Visit, where indicated; and
9. **Outcome Communication:** At any time during the above steps, or subsequent to the above steps, the OHD may determine the outcome of the investigation, based on the evidence, and communicate this outcome to the dentist in writing.

OUTCOME

The role of the ISDH OHP, as it pertains to complaints alleging violations of universal precautions in dental facilities, is to *investigate* written complaints alleging violations of universal precautions in dental facilities in Indiana.

Once an investigation is complete, the OHD will issue a communication to the dentist containing the outcome of the investigation.

Various outcomes of an investigation by the OHP are possible, including:

1. **Dismissal of Complaint:** The complaint of an alleged violation has been found to be without merit and is dismissed.
2. **Pending Resolution:** The complaint of an alleged violation has been found to have merit, and the facility is being allowed a prescribed time period subsequent to the Follow-Up On-Site Visit to correct remaining issues or provide further written evidence of compliance with the pertinent rules and regulations. After this time period, the OHD will issue a communication of either a satisfactory or unsatisfactory resolution.

3. **Satisfactory Resolution:** The complaint of an alleged violation has been found to have merit, but has been satisfactorily resolved, in a timely manner, and no further action is required by the dental facility.
4. **Unsatisfactory Resolution:** The complaint of an alleged violation has been found to have merit, and has not been satisfactorily resolved in a timely manner. The ISDH, at its discretion, may take further action, including:
 - a. Commencing an action for issuance of an order of compliance and civil penalty not to exceed one thousand dollars (\$1,000) per day per violation (IC 16-41-11-7); and
 - b. Referring documented and unresolved violations to the **Office of the Indiana Attorney General** for further review and action, which generally involves review by the **Indiana State Board of Dentistry** and any further actions it deems necessary.

COMMENTS

All dental professionals, operators, and employees of dental facilities are responsible for understanding and complying with all applicable laws and rules and regulations as they pertain to the practice of dentistry in Indiana. These laws and rules and regulations are readily available for all to read. If a dental professional or dental facility needs help in understanding these laws and rules and regulations, then they may consult with their own legal counsel, as needed. *The Oral Health Program cannot provide legal advice.*

The Oral Health Program has a limited role pertaining to universal precautions and infectious waste. It investigates complaints of alleged violations of universal precautions in dental facilities and during these investigations reviews the policies and procedures pertaining to infectious waste of these same dental facilities.